



# Rohit Sharma

## Rooms Division Manager

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Kappa Acca2, #1315, Dubailand, Dubai 📍

I'm a MBA in Tourism & Hospitality Management with over 14 years of hands on rooms operations that includes an exposure in Business, Leisure, pre-opening, Resorts, Hotels & Apartments. Efficiently manages the operations, recognized for outstanding organizational skills, creativity, public relations and an ability to consistently exceed guest expectations. Ability of providing training on value-added customer service & achieving desired results by providing customized training as per requirements. Possess an adaptable, flexible approach to work and good inter-personal skills.

## PROFESSIONAL EXPERIENCE

- 🕒 **Rooms Division Manager**  
Novotel Bur Dubai  
*10/2021 – Present*  
A franchised Accor hotel with 219 rooms, 4 F&B outlets, 2 meeting rooms, spa, gym, swimming pool
- 🕒 **Cluster Front Office Manager**  
Pullman Dubai Creek City Centre Hotel & Residences  
*04/2019 – 09/2021*  
A combo of hotel & residences with a total of 450 keys, 5 F&B outlets, 11 meeting rooms, spa, gym, swimming pool, executive lounge.
- 🕒 **Complex Front Office Manager**  
Novotel & Ibis Gate Hotel Abu Dhabi  
*09/2016 – 03/2019* Accor group of hotels, this is a combo property with 518 keys, 8 F&B outlets, 7 meeting rooms, swimming pool, spa, gym.
- 🕒 **Assistant Front Office Manager**  
Novotel & Ibis Gate Hotel Abu Dhabi  
*03/2015 – 08/2016* Accor group of hotels, this is a combo property with 518 keys, 8 F&B outlets, 7 meeting rooms, swimming pool, spa, gym.
- 🕒 **Assistant Manager Welcomer**  
Pullman Gurgaon Central Park (Pre-Opening)  
*12/2011 – 01/2015* 1<sup>st</sup> Pullman in India, an upscale brand near to the airport with 285 keys. Now known as Le Meridien.
- 🕒 **Assistant Manager Front Office**  
Radisson Blu Resort & Spa Alibaug, Mumbai  
*07/2010 – 12/2011* A great wedding destination with 156 keys with 6 F&B outlets, 4 meetings rooms, library, meditation room, games room.
- 🕒 **Management Associate**  
Radisson Hotel Varanasi  
*06/2009 – 06/2010* Carlson Group of Hotels. A good mix of business & leisure guests with a total of 116 keys.

## EDUCATION

- 🕒 **MBA**  
Hospitality & Tourism Management  
*2012 – 2013* UBI, Brussels- Belgium
- 🕒 **Bachelor in Hotel Management & Catering Technology**  
*2005 – 2009* Jaipur National University, Jaipur- India
- 🕒 **Senior Secondary/High School**  
*Dayanand Public School, Shimla- India*

## COMPUTER SKILLS

Opera

Micros

Triton

Microsoft Office- Excel, Word, PowerPoint, Outlook

Hot Sps

Shawman

Oasys

## ACHIEVEMENTS

- 🕒 Increased the RPS score for Novotel Bur Dubai by 4% for the 2022 as compared to 2021.
- 🕒 Successfully got Novotel Bur Dubai in Top 100 hotels over TripAdvisor in Dubai from 177 rank in 2021
- 🕒 Controlled the HK manning, laying out a simple worksheet in accordance to the productivity report. Increase in the cleanliness score by 2% each month & raising the level of cleanliness
- 🕒 Secured 96% in the BARE audit for 2022 & Rooms Division score was 99% (for both FO & HK)
- 🕒 15% increase from last year in loyalty program enrollments through extensive on job training & monitoring
- 🕒 The Employee Engagement score was moved to 91 for 2019 as compared to 67 for 2018 for front office
- 🕒 Secured 1<sup>st</sup> position in the ALL competition in overall UAE & Egypt in Oct'2018
- 🕒 AED 2.4 million upselling incremental revenue for the year 2017 with a raise of almost 1 million as compared to 2016

## REFERENCES

- 🕒 **Mr. Muhammad Jahanzeb Khan**  
Director Talent & Culture- Pullman JLT & Novotel & Ibis Abu Dhabi Gate  
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